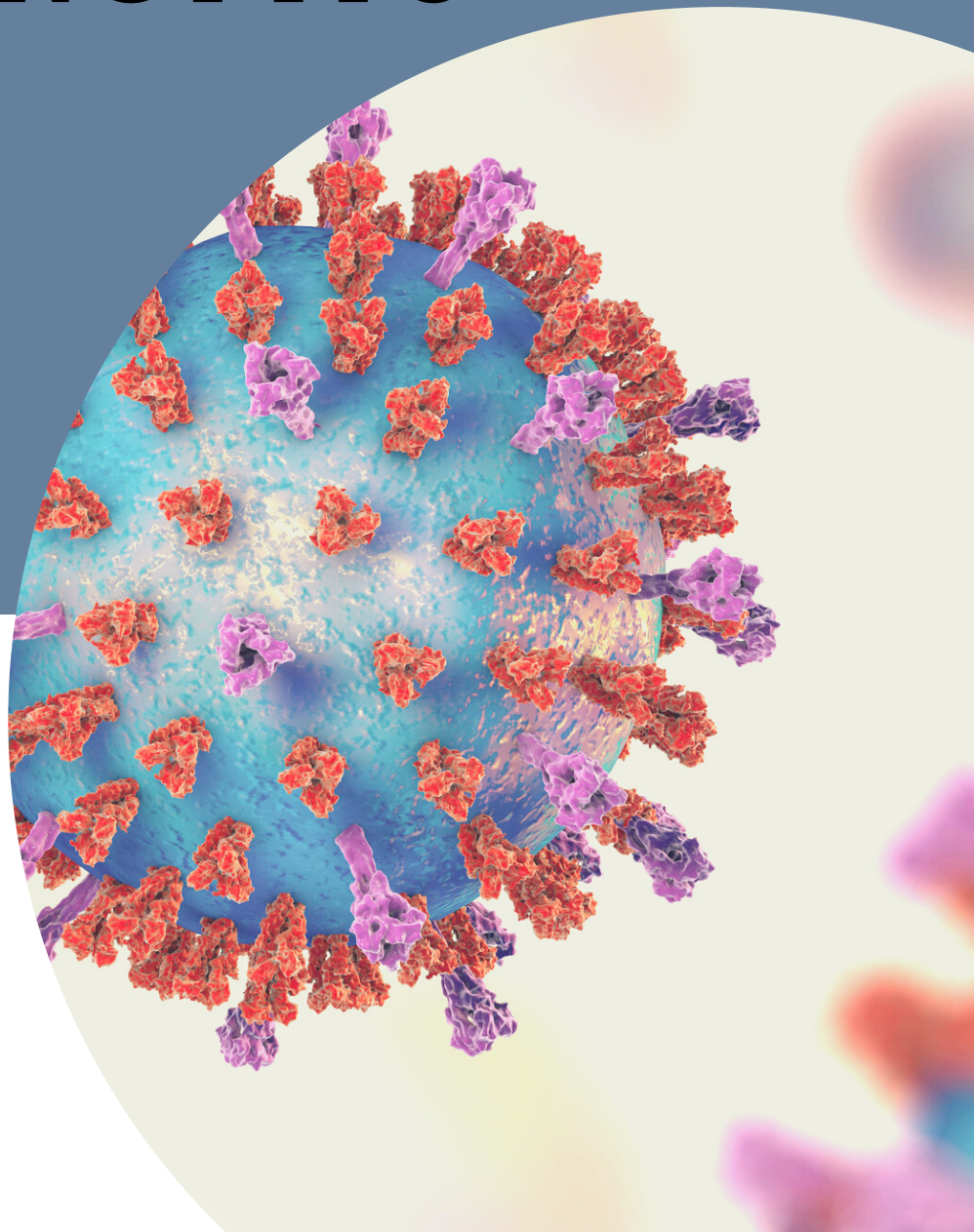




COVID-19 IMPACT SURVEY FOLLOW UP: NON-PROFITS

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Responses received as of August 13, 2020

The survey was sent to approximately 120 non-profits with a primary focus on those serving the residents of Gilbert. Many services extend into surrounding communities.

EXECUTIVE STATEMENT

The Town of Gilbert, Dignity Health, and Gilbert and Mesa Chambers of Commerce teamed up to reach out to area non-profits to gain an understanding of the immediate and long term impact and need of these organizations as a result of COVID-19.

The group first conducted a survey in April 2020, contacting more than 100 non-profits with a primary focus on those serving residents of Gilbert. This report are the results of a follow up survey conducted in August 2020 to gauge the current status of the non-profits.

In response to the first survey results, five (5) Non-Profit Town Hall webinars have been held to provide updates, sharing of resources and collaboration. The focus of the Town Halls have included the following: Resources-financial, supplies, volunteers and community; School needs, Homeless Initiatives; Mental Health: Domestic Violence; Volunteerism; and Fundraising.

Key Takeaways:

Respondents indicated an increased awareness of state and local funding available, but a decrease of 11.9% in the understanding of Federal funds.

Comments included a need to get ahead of award announcements so applications for grant funds can be timely and it was also shared that an organization has not found any financial resources.

Currently, non-profits are primarily concerned with the the ability to provide services (47.8%) and secondarily with the safety of their staff, volunteers, and clients (43.4%). This primary concern was third on the list in the last survey. In addition, concern for accessing needed funding and resources climbed from seventh to third on the list (39.1%). Respondents also commented on the concern for filling shifts for staff that are sick/quarantining and covering overtime costs; the availability of volunteers; difficulty of filling open staff positions; and concern that if the economy and tourism don't rebound they will have difficulty with finances, funding and program delivery.

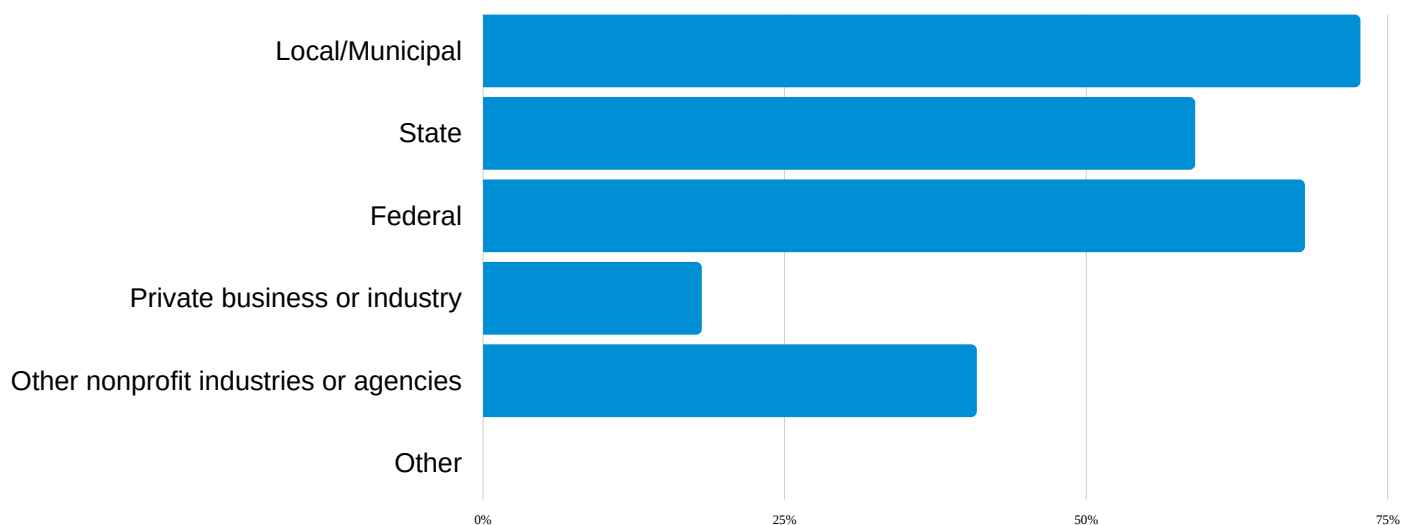
The primary needs remain similar as in the first survey and include funding of operational costs, funding for salaries and benefits, and equipment and supplies for the safety of staff, volunteers and supplies. It was shared that funding is needed for additional services related to COVID and lack of volunteers.

Regarding changes in workforce, reassigning employee duties remained the top response at 45.4% However, new questions were added and they garnered the next top spots-Some employees or family of employees have been medically impacted (36.3%) and some employees refuse to work as a result of mental health or safety. (27.2%). Comments included challenges to cover shifts of open positions; Heightened anxiety and stressors on staff; Loss of Volunteers; Staff having to be at home to help with school; Trying to hire staff due to demand for services.

The follow up survey did eliminate the Post COVID-concerns and Long-Term consequences questions.

Additional open ended questions were added and included 1) Practices and measures to support emotional and or mental health of employees; 2) Best practices; 3) What resources can be shared; and 4) What specific topics or information is needed at this time.

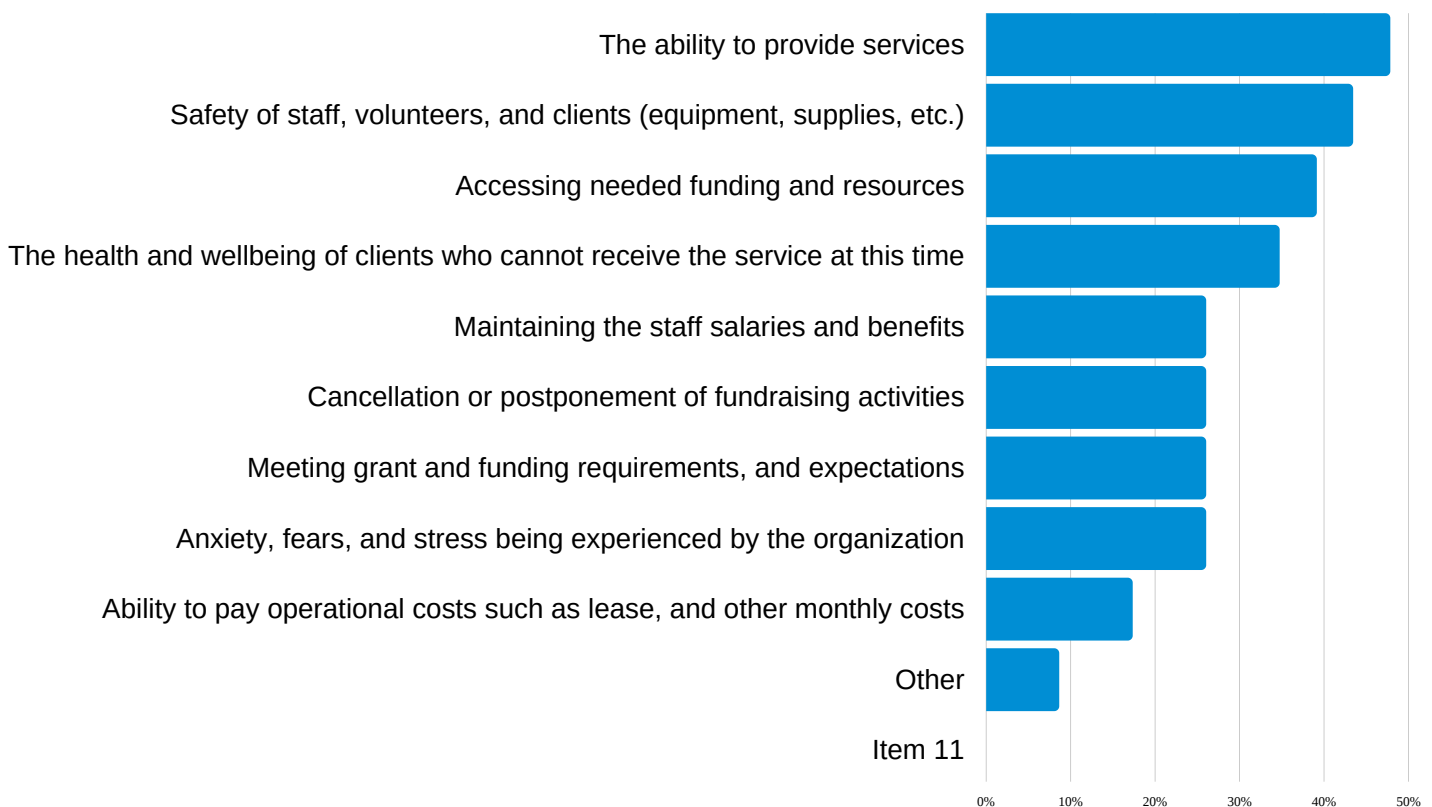
ARE YOU AWARE OF THE NATIONAL, STATE, AND LOCAL RESOURCES AVAILABLE TO ASSIST NON-PROFITS WITH THE IMPACT OF COVID-19?



COMMENTS:

- May not be aware of everything
- I have not found many financial resources.
- I was contacted directly by AZDEMA and am working through a grant reimbursement with the federal govt as a result
- Not entirely. I would love to get ahead of the award announcements so that we can apply for some of the funding.

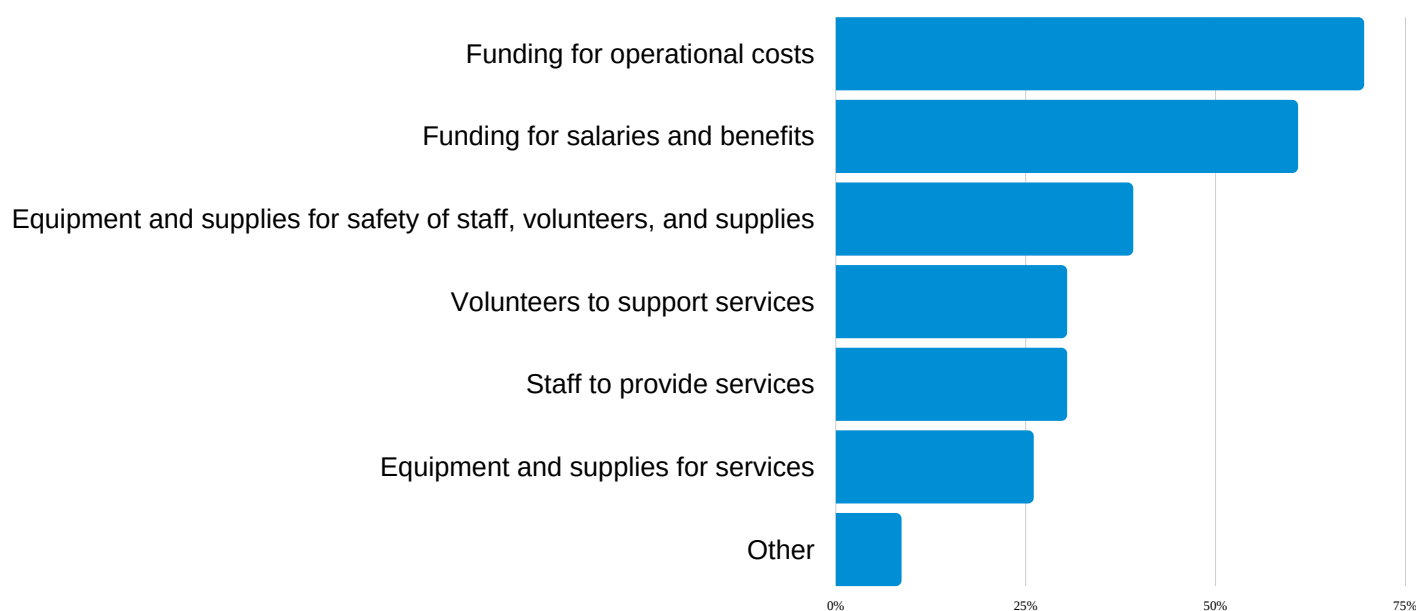
RIGHT NOW: OF THE FOLLOWING, PLEASE INDICATE YOUR TOP 3 CONCERNS.



COMMENTS:

- Filling shifts for staff that are sick/quarantining, and covering costs for overtime
- Availability of volunteers
- We are expanding some services to address the community's needs for services but are not able to fill open staff positions
- Concerned about what happens in 6 to 12 months. Things are ok now, but if the economy and tourism don't rebound soon, that is when we will be facing challenges (maintaining staff and benefits, holding fundraising events, providing programs, etc.)

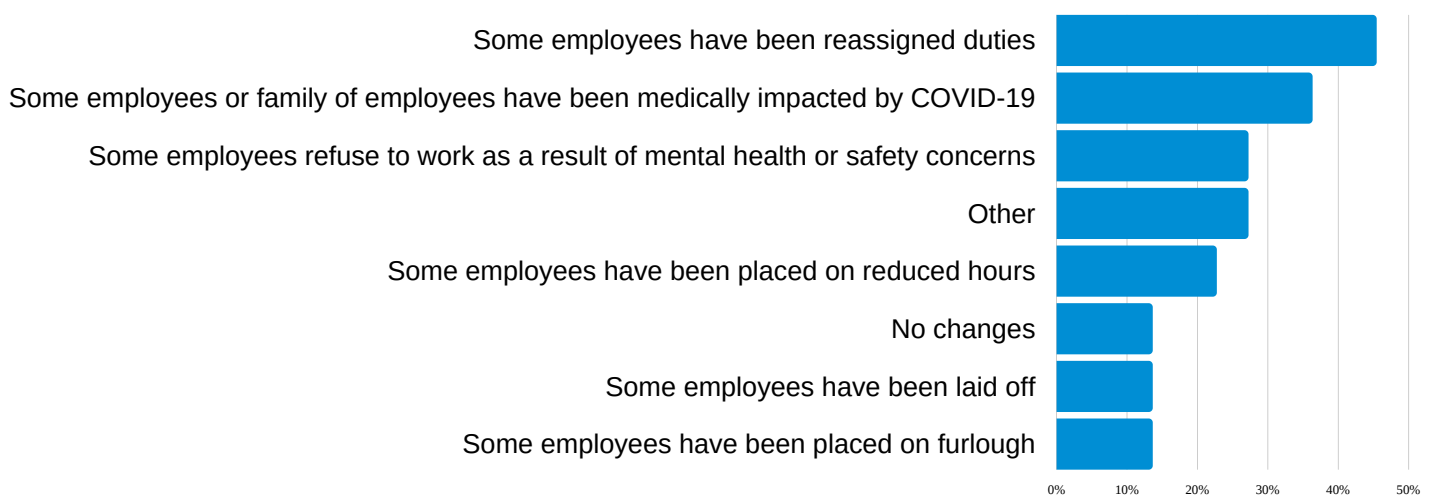
RIGHT NOW: OF THE FOLLOWING, PLEASE INDICATE
YOUR TOP 3 NEEDS.



COMMENTS:

- Funding for additional services related to COVID
- Our needs are being met
- Volunteer manager quit at beginning of the virus and hard to fill the part-time position at this time.
- We are attempting to add a position to our agency to better support client operations due to drastic reduction in volunteers. Temporary volunteers are not a viable solution as many of our volunteer roles require significant training.
- The number being served is expected to increase over last year and I am stretched pretty thin. I would not want to see the quality of service diminish

WHAT IMPACT HAS COVID-19 HAD ON YOUR WORKFORCE?



COMMENTS:

- The CEO is the only one coming into the office. The office is located in a high-rate of the virus.
- Hazard pay may be beneficial
- One employee at our agency (50% of our staff! :) needed to leave her position because without schools and camps she had to be at home with her kids. We worked an alternative schedule for many weeks but ultimately she felt she needed to shift her priorities and time to home. The position has since been filled and the new person is training/acclimating.
- One employee retired and has not been replaced and won't indefinitely. We have shuffled duties.
- We don't have any paid employees but our volunteers are not comfortable and will only serve virtually
- Employees have not refused to work, but they are highly insistent on working remotely. It is difficult to run a social service program for homeless families entirely remotely.
- We are hiring like crazy as we have many increased demands for services. Some of the employees that have left from fear are essential workers on the front lines in our homeless shelters. Staffing up is our number one biggest challenge. We have ramped up our housing programs too, where we are also staffing up.

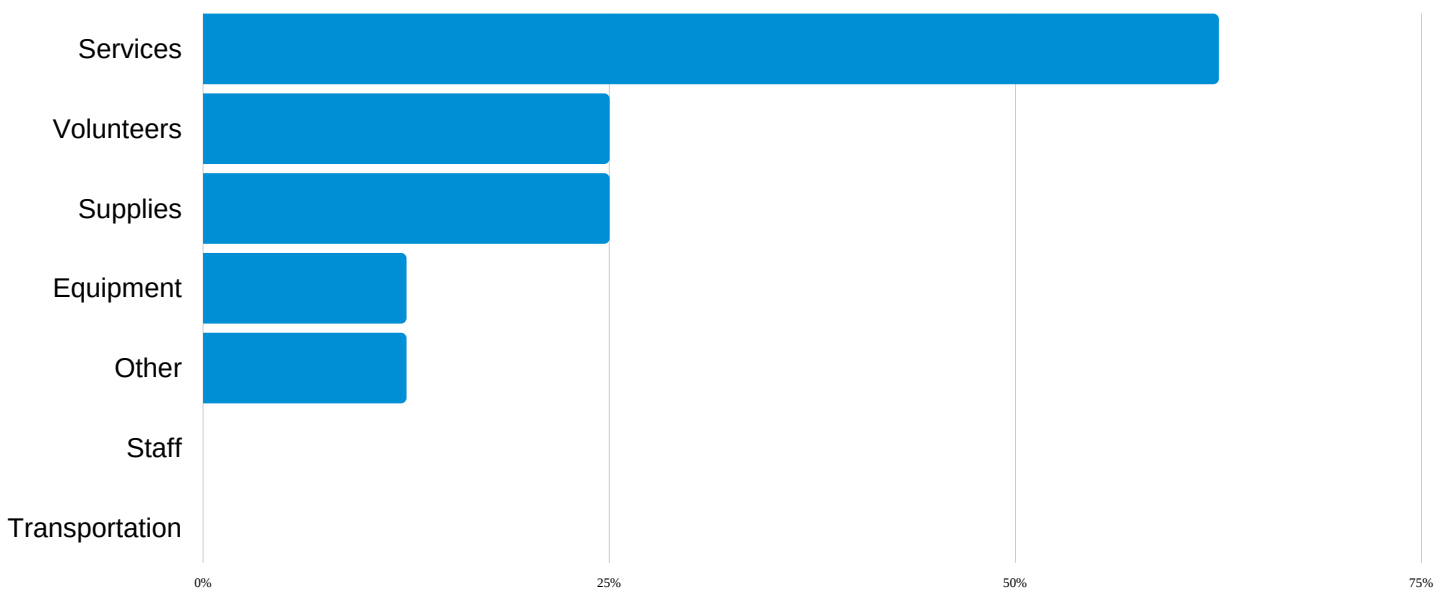
WHAT PRACTICES OR MEASURES HAS YOUR ORGANIZATION PUT INTO PRACTICE TO SUPPORT THE EMOTIONAL AND/OR MENTAL HEALTH OF YOUR EMPLOYEES?

- The two part-time employees now work from home and at their own pace. It has actually worked out better than coming into the office - far more productive.
- Sharing information about how to access mental health services at no cost
- Weekly check-ins via Zoom.
- Flexibility in shifts worked - start/end time; Work from home; Increased sanitation; Providing lunches
- We continually approach issues and even just the day to day with a flexible mindset. These are not normal times so there may not be a normal solution or expectation. We communicate regularly to our volunteers that we support their decisions regarding staying home if needed wholeheartedly to eliminate feelings of guilt/concern.
- Regular individual and group supervision, staff meetings and staff appreciation gift cards.
- We have tried to make the workplace as safe as possible to mitigate their worries related to the virus. We have always emphasized self-care, and we are trying to do that even more during this stressful and sometimes scary time.
- We are trauma-informed so we are very transparent with each other about our well-being. We are a faith-based org, so we pray together, rely on Scripture, and encourage each other to engage in self-care. We are very aware of signs of burnout in each other.
- Our clients are students and we have signs, a policy posted, hand sanitizer giveaways, sanitizing wipes and established distancing
- Regular updates and communication; Allowing as much flexibility as possible in work hours; Providing adequate PPE's and instruction; Providing professional cleaning services regularly
- Brought our old HR director back; hired a full time HR director; did hazard pay for employees; opened an employee lounge; buy lunches for employees periodically; express appreciation and support to them a lot.
- We have counselors on staff, open door policy
- Providing masks, sanitizing products, social distancing from other volunteers and clients
- Fortunately we are a behavioral health facility so we have mostly trained therapists on staff so we know the importance of checking in and working to help one another

DO YOU HAVE ANY BEST PRACTICES WHICH YOU WOULD LIKE TO SHARE WITH OTHERS?

- Giving the current part-time employees the freedom to design and implement their own work schedules.
- Our volunteers our doing on-going wellness checks which is really lifting the spirits of our clients as well as helping them meet their basic needs.
- Keeping our focus on God and serving Him and others through Him.
- No, we are just trying to follow public health experts recommendations.
- Being trauma-informed has been a huge asset to our team during this time. Yes, we feel the need of our community, but we put equal focus on our personal needs as well.
- I can share the policy we wrote.
- I use the posters you can get off the CDC website
- We take care of our own as we would take care of our clients.

WHAT RESOURCES OF STAFF, VOLUNTEERS, EQUIPMENT, SUPPLIES, AND/OR SERVICES MIGHT YOU BE ABLE TO SHARE WITH OTHERS AT THIS TIME?



COMMENTS:

- Space available
- We have a large classroom that could be used for small meetings if someone needed larger space to hold a meeting while accommodating 6' social distancing. The room is appropriate for a group of 8-9 with appropriate distance.
- Of course if anyone is in need of support with clothing, hygiene or basic household linens we are happy to assist. We are open to serve anyone in need.
- Right now I do not feel we have any extra.
- Housing and shelter has ramped up at CASS. Not sure how we can share with others; but we certainly need more communication to find ways to collaborate throughout the County. We are doing a lot of collaboration with partners on the Human Services campus and others, but not across the County enough.
- We have plenty of food to give to anyone in need
- We can provide mental health support to our community.

WHAT SPECIFIC TOPICS DO YOU NEED FOR INFORMATION ON AT THIS TIME?

- The virtual fundraising segment was wonderful. I was curious if any other nonprofits are interacting with clients face-to-face
- Resources for staffing
- Can we create some PSAs for Gilbert families/individuals who may be starting to feel the economic fallout from the pandemic. The goal would be to educate the community on what resources are out there, what they "look" like, and how to access them. Essentially, breaking down some barriers so that people feel comfortable asking for help.
- Continued info on funding and other resources available for nonprofits is helpful! Thank you!
- We always enjoy hearing what other community orgs do and how we can collaborate to care for our community
- 1. Ongoing information on available funding sources 2. Continued discussion on fundraising
- I really appreciate the blasts that come to me through the Gilbert Chamber on COVID updates and more. They are well done!
- Funding sources
- Funding
- More information on the COVID numbers in Gilbert.